

## High hedges complaints form

To make a complaint you must have undertaken:

- face-to-face discussions with your neighbour about the hedge and its impact
- written communication outlining the problem and proposing a solution
- engaging in mediation, including the use of a shuttle mediator if direct contact is difficult
- documenting all attempts to resolve the issue, including dates, notes of conversations, feedback from your mediator, copies of letters, and outcomes.

### Section 1. Parties concerned

#### Details of person and property affected by the hedge

Name	
Address	
Phone number	
Email address	

#### Details of where the hedge is growing

Name	
Address	
Phone number	
Email address	

#### Details of complainant (if different to person and property affected)

Please tick if you are acting on behalf of the complainant	
Capacity you are acting in (for example, friend or relative)	
Name	

Address	
Phone number	
Email address	

**Owner of hedge (if different to where the hedge is growing)**

Name	
Address	
Phone number	
Email address	

**Section 2. Attempts to resolve the complaint**

Please describe what you have done to try to settle this matter. Give dates and say what the result was. Please provide copies of any letters that you mention.

**Asked to discuss the problem**

**Asked the hedge owner to try mediation**

**Informed them of your intention to complain to the council**

**In order for the council to proceed with your complaint the above steps must have all been tried.**

**Any other relevant information**

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**Section 3. Criteria for making a complaint**

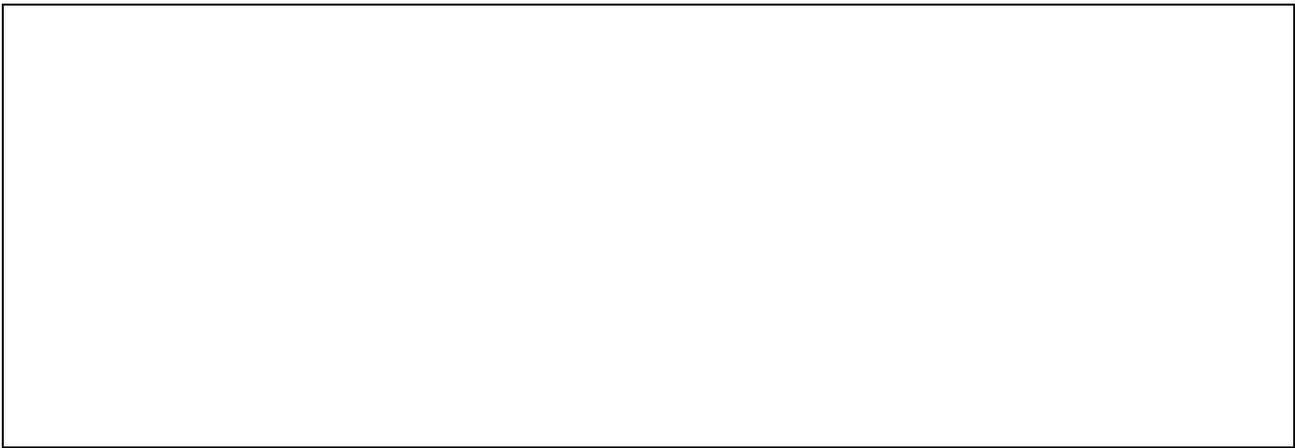
Is the hedge (or the portion that is causing problems) made up of a line of two or more trees or shrubs?	Yes		No	
Is it mostly evergreen or semi-evergreen?	Yes		No	
Is it more than two metres above ground level?	Yes		No	
Even though there are gaps in the foliage or between the trees, is the hedge still capable of obstructing light or views?	Yes		No	
Is the property affected residential?	Yes		No	
Is the hedge on the boundary of your property.	Yes		No	
If the answer is no, what is the distance separating the hedge from your boundary?	metres			

**If you have answered 'no' to any of the questions in the above section, the criteria have not been met and so the council cannot consider your complaint.**

Is the complainant the owner or occupier (tenant) of the property affected by the hedge?	Owner		
	Occupier		
Is the property residential?	Yes		No

**Grounds of complaint**

Please describe the problems actually experienced as a result of the hedge being too tall and say how serious they are. It will save time and help your case if you stick to the facts and provide all relevant information to back up the points you are making (please continue on a separate sheet if necessary)



To help the council understand your situation, please provide a photo of the hedge and a plan or sketch of both the site where the hedge is growing and the property it is affecting, with the hedge clearly marked on it.

**Section 4. Declaration and next steps**

Before completing this form, I have undertaken:

- face-to-face discussions with your neighbour about the hedge and its impact
- written communication outlining the problem and proposing a solution
- engaging in mediation, including the use of a shuttle mediator if direct contact is difficult
- documenting all attempts to resolve the issue, including dates, notes of conversations, feedback from your mediator, copies of letters, and outcomes.

I confirm that I have read and understood the information on both our [Trees in West Suffolk - frequently asked questions](#) webpage and Government guidance [GOV.UK - Over the garden hedge](#) and I agree to be contacted by email regarding the matter.

I confirm that I will provide the following with this application:

- a photo of the hedge
- a location plan of the hedge and surrounding properties
- copies of correspondence with the neighbours about the hedge
- any other relevant documents.

I have paid the £528 fee.

You can pay online at [Pay online](#) or by phoning the Customer Services team on 01284 763233.

I confirm that I have completed as much of this form as I can and that, to the best of my knowledge, the information provided is accurate.

Signed	
Date	

Please email this form and all enclosures to [Planning.enforcement@westsuffolk.gov.uk](mailto:Planning.enforcement@westsuffolk.gov.uk)  
A copy of this form must also be sent to the people listed in Section one.

**West Suffolk Council will capture and store information in this form so that the requested service can be provided. All personal information will be processed, protected and disposed of in accordance with the General Data Protection Regulation and the Data Protection Act 2018 and will only be used to deliver or improve our services. We will not disclose any personal information to any other third parties unless required to do so by law or we have your consent to do so. For more information on how we do this and your rights in regards to your personal information and how to access it, visit our website: [How we use your information](#).**